



CHANGE MANAGEMENT SCHEDULE

USING BOOSTERS TO INCREASE RETENTION BY 85%

Schedule Overview:

DES Contracts & Procurement (C&P) Training Team is collaborating with our customers in implementing this best practice. 2019 is the “Booster Pilot” year when one optional booster, per course, is offered. 2020 is the “Booster Implementation” year when three optional boosters, per course, are offered. Please [contact The DES C&P Training Team](#) for more information.

2018:

Introduction: Get the word out to supervisors and managers.

- Provide guides on how to explain to staff.

2019:

Buy-in from Stakeholders: Communicate with customers

- Present to user groups.
- Send one booster per course to all customers.
- Keep online resources updated.

2020:

Implementation: Communicate with learners within courses.

- Present to user groups.
- Send three boosters per course to all customers.
- Keep online resources updated.

2021:

Revisit and Review Effectiveness: Communicate with customers

- Present to user groups.
- Continue sending three boosters per course to all customers.
- Continue communicating with learners about the boosters within the eLearnings.
- Discuss whether boosters may be required in future.
- Keep online resources updated.

What Are Boosters:

Boosters are very short refreshers of a specific training that are strategically offered at intentional intervals in order to increase learner retention by up to 85%. Currently boosters take **less than one minute to complete**. They are **optional** and **anonymous**. They require no tracking at the agency level, and they are solely managed by the DES C&P training team.

Who Receives Boosters:

Boosters are sent to an LMS generated list of email addresses belonging to those who have completed a specific online training.

Why We Use Boosters:

The booster has three main purposes:

- First, boosters increase retention of memorized material by approximately 85% through stimulating information recall. Neuroscience proves that without recall of information, learners forget all but about 5% of content after 12 weeks. See the probable stats in the illustration below.
- Second, whenever training our customers, DES C&P is committed to providing you an opportunity to test your long term retention as well as provide you a booster of where to find [resources](#).
- Third, in our pursuit of continued improvement, DES will use the anonymous results of the booster in analyzing the meaningfulness and memorability of our Training and implementing improvements on our end.

How You May Use Boosters:

The DES C&P managed boosters don't require any further action on your part. However, many customers have found that boosters are also good for some of the following purposes:

- Team members and supervisors use boosters within their own team stand up meetings, staff meetings, and training workshops to initiate discussions which encourages collaborative efforts and further cements learning in team specific ways.
- Team members and supervisors use boosters to analyze their own learning as well as a reminder to save [resources](#).